

Strengthening Village Information Services through Website Digitalization and Capacity Building in Tanjung Gelam Village

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Abstract

Tanjung Gelam Village has various types of information related to village profiles, government administration, community activities, local potential, and public information that need to be delivered in an accessible and organized manner. However, the absence of an integrated digital information medium limited the accessibility and systematic dissemination of village information. This community service activity, conducted through the Community Service Program (Kuliah Kerja Nyata/KKN), aimed to strengthen village information services through website digitalization while improving the capacity of village officials and community members to utilize digital information media. The activity was implemented through several stages, including observation and identification of partner needs, coordination with village officials, information collection and validation, website development and implementation, socialization, training, mentoring, and evaluation. The main output was a village profile website containing information on the village profile, government structure, news, community activities, local potential, documentation, and contact information. The website was developed using React and JavaScript, with Firebase supporting data management. The implementation results showed that the nine main website features tested functioned successfully, resulting in a 100% technical functionality rate. In addition to producing the digital information platform, the activity provided socialization, practical training, and mentoring for village officials and community members in utilizing the website and accessing village information. The activity therefore contributed not only to the availability of an integrated digital information medium but also to the transfer of knowledge and strengthening of the community partner's capacity to utilize digital technology for village information dissemination. The sustainability of the program depends on the continued involvement of the village government in managing and periodically updating the information provided through the website.

Keywords: Community service; village digitalization; village website; digital information media; capacity building.

1. INTRODUCTION

Digital technology has increasingly become an important means of supporting information services and communication at the village level. The use of village websites can provide a more accessible and organized channel for disseminating public information, introducing village potential, and supporting communication between village governments and communities (Fattah & Azis, 2020; Fauzan et al., 2022; Sofya et al., 2023). In the context of village development, digitalization is not only related to the availability of technological infrastructure but also to the ability of village officials to manage and utilize digital information effectively.

The involvement and capacity of village officials are important for ensuring that digital information platforms can be utilized continuously. Previous community service activities have shown that the development of village websites needs to be accompanied by training, assistance, and capacity building for village officials so that they can utilize and manage digital information independently (Santoso et al., 2019; Redy et al., 2022; Yaqin et al., 2022; Rifandi & Hidayatullah, 2024). Digitalization activities that combine technological development with partner participation can therefore provide a more sustainable contribution than the development of a digital platform alone.

In Tanjung Gelam Village, information concerning the village profile, government structure, community activities, local potential, documentation, and contact information was not yet fully integrated into a single digital information medium. Based on initial observation and discussions with village officials, the available information needed to be organized into a more systematic and accessible platform. This condition indicated the need for a practical digital information medium that could support the dissemination of village information while remaining relevant to the needs and conditions of the community partner. Similar community service activities have demonstrated that village websites can be utilized to improve public information dissemination and organize village information in a more integrated manner (Abbas & Sutrisno, 2022; Amnah & Meizary, 2023; Febrita et al., 2022).

Based on the identified needs, the community service team collaborated with the Tanjung Gelam Village Government to develop a village information website as a digital information medium. The village government was involved in identifying information needs, providing and validating village information, and giving feedback during the development process. In addition to website development, the activity included socialization, training, and mentoring to introduce the use of the digital information medium and support the ability of village officials to utilize and manage the information provided. This approach is in line with previous community service programs that combine village website development with training, mentoring, and community participation (Huda et al., 2024; Waqfin et al., 2023; Fadlillah et al., 2023).

The implementation of the community service activity consisted of several stages, including observation and identification of partner needs, coordination with village officials, information collection and validation, website development and implementation, socialization, training, mentoring, and evaluation. Through this participatory process, the website was developed not merely as a technological output but as a supporting instrument for strengthening village information services. The involvement of the village government in providing and validating information was also intended to ensure that the information presented reflected the actual conditions and needs of Tanjung Gelam Village.

Based on these considerations, this community service activity aimed to strengthen village information services in Tanjung Gelam Village through digitalization while supporting the capacity of village officials and community members to utilize digital information media. The outputs of the activity included an integrated village information website and knowledge transfer

through socialization, training, and mentoring. The activity also sought to encourage the village government to maintain and periodically update the information provided through the website so that the digital information medium could continue to support communication and information dissemination between the village government and the community.

2. IMPLEMENTATION METHOD

2.1 Location, Community Partner, and Target Participants

The community service activity was conducted in Tanjung Gelam Village, Indralaya District, Ogan Ilir Regency, South Sumatra Province, Indonesia, as part of the Community Service Program (Kuliah Kerja Nyata/KKN). The activity was carried out from July 23 to August 29, 2026, with the activities centered at the Tanjung Gelam Village Government Office and the surrounding community.

The main community partner was the Tanjung Gelam Village Government, particularly village officials who were directly involved in providing, managing, and disseminating village information. The target participants consisted of 25 participants comprising village officials and community members, while the activity was implemented by 11 KKN students.

The local community was an indirect beneficiary of the program because the digital information medium developed through the activity was intended to facilitate easier and more structured access to information about Tanjung Gelam Village. The involvement of the community partner included identifying information needs, providing and validating village information, giving feedback during the development process, and participating in socialization, training, and mentoring activities.

The participation of village officials and community members was intended to ensure that the digital information medium developed was relevant to the actual conditions and information needs of Tanjung Gelam Village. Their involvement also supported the transfer of knowledge and encouraged the continued utilization of the website as a medium for village information dissemination.

2.2 Identification of Partner Needs

The preparation stage was conducted before the implementation of the main community service activities. This stage aimed to identify the initial conditions of information dissemination in Tanjung Gelam Village, determine the needs of the community partner, prepare the information to be presented on the website, and prepare the technical resources required for the activity.

a. Initial Observation

The initial observation was conducted to identify the existing conditions of information dissemination in Tanjung Gelam Village. The observation focused on the availability of village information, the media previously used to disseminate information, and the difficulties experienced by village officials in organizing and delivering information to the community.

The observation was conducted through direct observation of the village environment and communication with village officials. The information obtained at this stage was used to identify the conditions that needed to be addressed through the community service activity.

b. Coordination and Identification of Partner Needs

Following the initial observation, coordination and discussions were conducted with the Tanjung Gelam Village Government. This activity aimed to identify the specific needs of the community partner and determine the type of digital information medium that would be appropriate for the village.

The discussions identified several types of information that needed to be presented in an integrated digital medium, including the village profile, government structure, community activities, village news, local potential, documentation, and contact information.

Village officials were actively involved in providing information, explaining the condition of village information, determining relevant content, and providing suggestions regarding the presentation of information. This participatory process ensured that the planned solution was based on the actual needs of the community partner.

c. Collection and Preparation of Information

The preparation stage also included the collection and organization of information that would be used as website content. The materials consisted of village profile information, government information, community activity information, news, local potential, photographs, documentation, and contact information provided by the village government. The collected information was organized according to the planned website structure. Village officials were involved in reviewing and validating the information to ensure that the content was appropriate and consistent with the actual conditions of Tanjung Gelam Village.

d. Preparation of Technical Resources

The technical resources required to develop the digital information medium were prepared during this stage. The website development utilized React and JavaScript, while Firebase was used to support data storage and management.

The technical preparation also included preparing the necessary computer equipment, internet access, website development resources, and digital materials required for the development and implementation of the website.

2.3 Implementation Stage

The implementation stage was conducted based on the needs identified during the preparation stage. The activities included information collection and validation, digital information media design, website development, website implementation, socialization, training, and mentoring. The overall stages of the community service activity are presented in Figure 1.

a. Information Collection and Validation

The first activity involved collecting and validating the information that would be presented on the Tanjung Gelam Village profile website. The KKN students worked together with village officials to collect information related to the village profile, government structure, community activities, village news, local potential, documentation, and contact information. The collected information was organized according to the website structure. Village officials reviewed the information and provided corrections or additional information where necessary. The validated information was subsequently prepared for publication on the website. This process ensured that the digital information presented through the website reflected the actual conditions and information needs of Tanjung Gelam Village.

b. Digital Information Media Design

Based on the results of the needs identification and information preparation, the KKN students designed the website as a digital information medium for Tanjung Gelam Village. The design included the organization of information, page structure, navigation, and user interface. The information was grouped into several categories to facilitate access by community members. The design also considered the ease of use of the website by village officials. Feedback from village officials was taken into account to ensure that the website structure and information presentation were appropriate for the community partner.

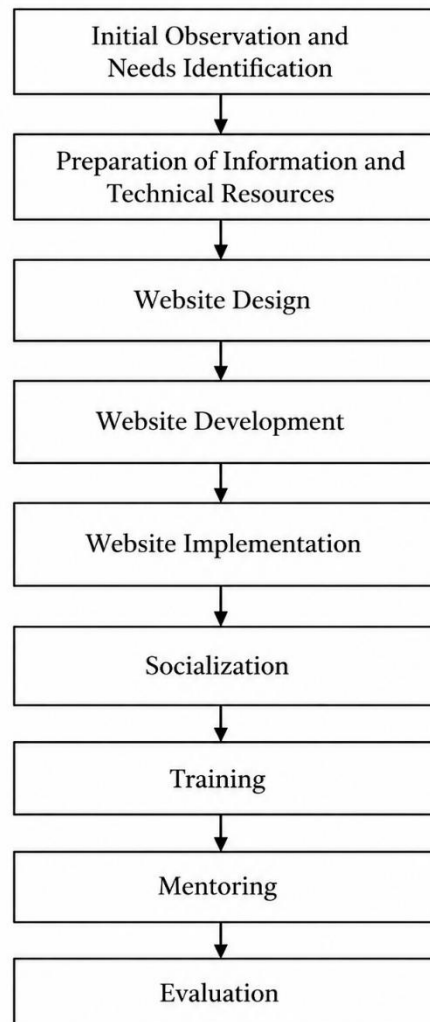


Figure 1. Stages of the Community Service Activity

c. Website Development

The website development stage involved implementing the agreed design into a functional village profile website. The website was developed using React and JavaScript, while Firebase was used to support data storage and management.

The website contains several main categories of information, including:

1. village profile
2. village government
3. village news
4. community activities
5. local potential
6. village documentation
7. contact information

The development process was conducted according to the needs identified together with the village government. Adjustments to the website structure and content were made based on feedback obtained from the community partner.

The website was developed as a practical solution to support the village government's efforts to organize and disseminate village information. Therefore, the development process was accompanied by partner involvement rather than being limited to the production of a technological output.

d. Website Implementation

After the website development was completed, the information that had been collected and validated by the village government was entered and organized into the website.

The implementation included checking the main pages, navigation, information display, and accessibility of the website. The website was subsequently introduced to village officials and community participants as a digital medium for accessing village information. The implementation stage also prepared the community partner for the subsequent socialization, training, and mentoring activities.

e. Socialization

Socialization was conducted to introduce the developed website to village officials and community participants. The activity explained the purpose, functions, and benefits of the website as a digital information medium for Tanjung Gelam Village.

Participants were introduced to the main sections of the website and the types of information that could be accessed. The socialization also emphasized the importance of maintaining accurate and relevant information so that the website could continue to function as a useful medium for village information dissemination.

f. Training

Training was conducted through demonstrations and direct practice. The training focused on the utilization of the website and, where applicable, the management and updating of digital information by village officials with administrator access.

Participants were given the opportunity to access the website, explore its main features, and practice the procedures explained during the training. Questions and difficulties encountered by participants were addressed directly during the activity.

The training was intended to improve the participants' understanding of the digital information medium and support the ability of village officials to utilize the website independently.

g. Mentoring

Following the training, mentoring was provided to support the continued utilization of the website by the community partner. The KKN students assisted village officials and participants when difficulties were encountered during the use of the digital information medium.

The mentoring process also provided an opportunity for village officials and participants to provide feedback regarding the website and identify aspects that might require improvement.

Through mentoring, the activity was expected to provide not only a technological output but also a process of knowledge transfer and capacity building for the community partner.

2.4 Evaluation Stage

Evaluation was conducted to assess the effectiveness of the community service activity and the utilization of the digital information medium developed for the Tanjung Gelam Village Government. The evaluation focused on three aspects: changes in village information dissemination before and after the activity, website functionality, and participant understanding during the socialization, training, and mentoring activities..

a. Evaluation of Conditions Before and After the Activity

Before the activity, village information was not yet integrated into a single digital information medium. Information related to the village profile, government structure, community activities, local potential, documentation, and contact information was available but had not been systematically organized in an integrated platform. This condition limited the accessibility and organization of village information.

After the implementation of the community service activity, the information was integrated into a village profile website containing the main information categories required by the

community partner. The website provided a centralized digital medium through which village officials and community members could access village information more systematically.

Thus, the comparison between the initial and final conditions indicates a practical improvement in the availability, organization, and accessibility of village information. The evaluation also confirmed that the solution developed was directly related to the information needs identified during the initial observation and coordination with the village government.

b. Website Functionality Evaluation

Website functionality was evaluated by testing the main features developed for the Tanjung Gelam Village digital information medium. A total of nine features were tested, including the homepage, village profile information, village government data, village data, village information services, featured village products, village news, Firebase database integration, and responsive website display

All nine tested features functioned successfully. Therefore, the functional testing resulted in a 100% success rate (9 of 9 features). This result indicates that the developed website was technically functional and could perform its intended functions as a digital information medium for the community partner.

c. Participant Feedback

Evaluation also considered participant involvement during the socialization, training, and mentoring activities. Participants were introduced to the website's main functions and were given opportunities to access, explore, and practice using the digital information medium. The feedback obtained during the activities focused on participants' understanding of the website, ease of accessing information, ease of use, and difficulties encountered during utilization. Questions and difficulties identified during the activities were addressed directly through explanations and mentoring by the KKN students.

The evaluation therefore considered not only the technical success of the website but also the community partner's readiness to utilize the resulting digital information medium. This approach ensured that the output of the activity was accompanied by knowledge transfer and assistance in utilizing the technology.

2.5 Data Analysis

The information obtained during the community service activity was analyzed descriptively. The analysis was based on observations, discussions with village officials, information validation, activity documentation, website functionality checks, and participant feedback.

The analysis focused on describing the initial condition of village information dissemination, the needs identified by the community partner, the implementation of the digital information medium, participant involvement, and the condition after the activity.

The conditions before and after the activity were compared descriptively to identify the practical contribution of the program. The analysis emphasized the outcomes of the community service activity rather than testing a research hypothesis.

The results of the analysis were used to describe how the developed digital information medium supported the organization and dissemination of village information and how socialization, training, and mentoring supported its utilization by the community partner.

2.6 Sustainability of the Program

The sustainability of the program was directed toward the continued utilization of the website by the Tanjung Gelam Village Government after the completion of the KKN activity.

Village officials were encouraged to maintain and update village information periodically so that the website would remain relevant to current village conditions and activities. The knowledge

provided through socialization, training, and mentoring was intended to support the ability of village officials to utilize the digital information medium independently.

Thus, the output of the community service activity was not limited to the development of a website but also included the transfer of knowledge and the introduction of a digital information medium that could continue to support communication and information dissemination between the village government and the community.

3. RESULTS AND DISCUSSION

3.1 Identification of Partner Needs

The initial stage of the community service activity was conducted through observation and coordination with the Tanjung Gelam Village Government to identify the information needs and existing conditions of the community partner. The identification showed that information related to the village profile, government structure, community activities, local potential, documentation, and other village information had not yet been integrated into a single digital information medium. As a result, village information needed to be organized in a more systematic and accessible form to support information dissemination to the community.

The identification of these needs became the basis for determining the intervention provided through the community service activity. Rather than focusing only on the development of a technological platform, the activity was designed to combine website digitalization with socialization, training, and mentoring. This approach is consistent with previous community service activities showing that village website utilization can be strengthened when technological development is accompanied by training and assistance for village officials (Redy et al., 2022; Yaqin et al., 2022; Rifandi & Hidayatullah, 2024)

The involvement of the village government was also important at this stage because the partner had direct knowledge of the information required by the community. The results of the observation and coordination therefore served as a reference for determining the content and structure of the website. This participatory approach helped ensure that the digital platform was developed according to the actual needs and conditions of Tanjung Gelam Village.

3.2 Development of the Tanjung Gelam Village Information Website

Based on the needs identified with the village government, the community service team developed a village information website as an integrated digital medium for disseminating village information. The website contains several categories of information, including the village profile, village government structure, village data, information services, featured village products, village news, documentation, and contact information.

The website was developed using React and JavaScript, while Firebase was used to support data management. These technologies were utilized as supporting components of the community service activity to provide the village government with a practical digital information medium. The development therefore focused on the usefulness of the platform for the community partner rather than on technological development as an independent research objective.

The website provides a centralized structure for presenting information that needs to be accessed by the community. Through the integration of several information categories, users can access village-related information through a single digital platform. This result is in line with previous community service activities that utilized village websites to improve the accessibility and dissemination of public information (Abbas & Sutrisno, 2022; Amnah & Meizary, 2023; Febrita et al., 2022).

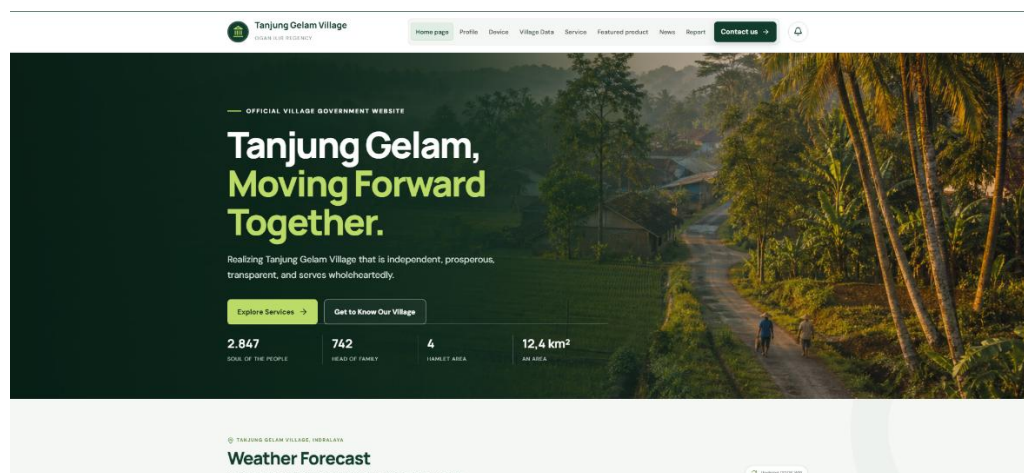


Figure 3. Homepage Interface of Tanjung Gelam Village Profile Website

The homepage serves as the initial access point to the website. It provides an overview of Tanjung Gelam Village and navigation to the main information sections available on the website. The arrangement of the homepage is intended to help users identify and access the required village information.

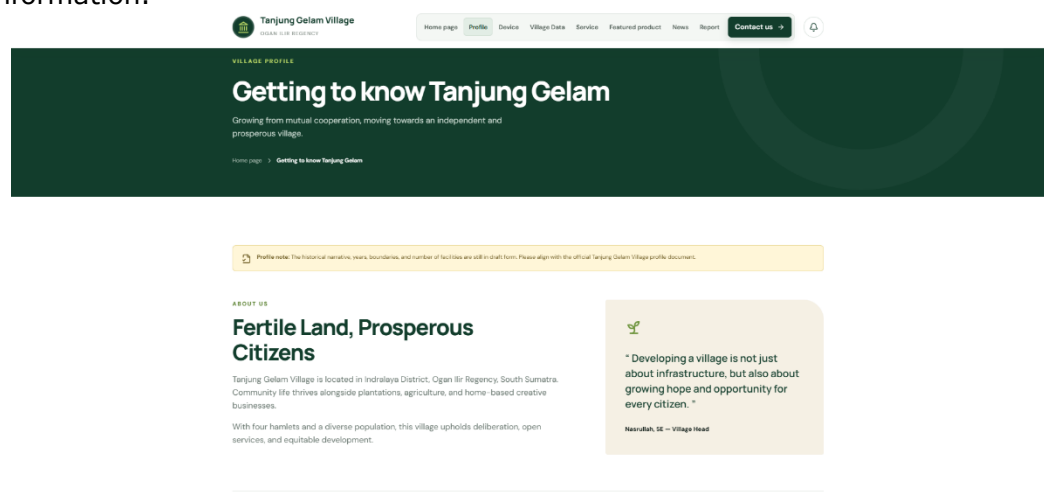


Figure 4. Village Profile Page Interface

The village profile page presents basic information about Tanjung Gelam Village. This page functions as a source of general information for residents and other users who require an overview of the village.

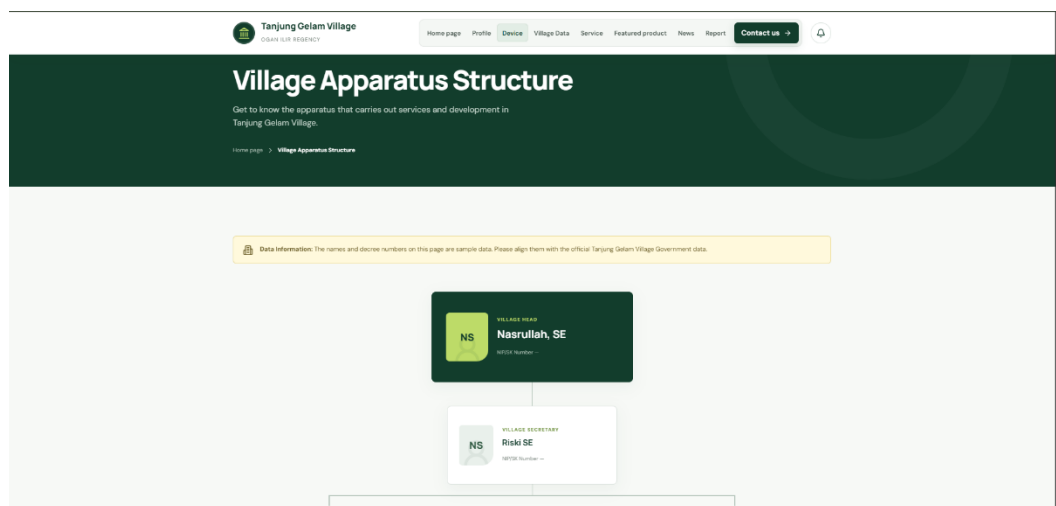


Figure 5. Village Government Information Page

he village government page presents information related to the village administration and government structure. The availability of this information provides the community with a digital reference for understanding the organizational structure of the Tanjung Gelam Village Government.

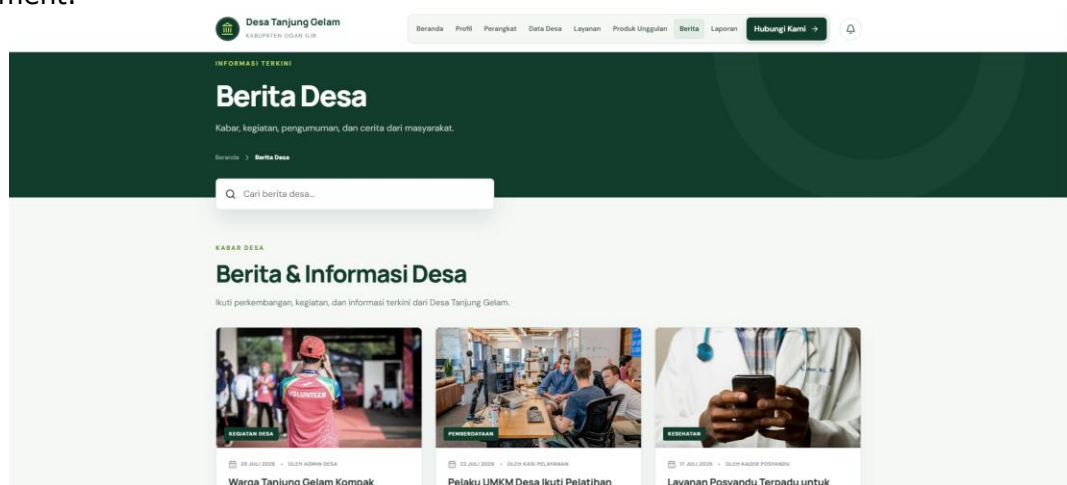


Figure 6. Display of news and activities of Tanjung Gelam Village

The news and activities section provides a space for presenting information concerning recent village activities and events. This section allows village activities to be documented and disseminated through a more organized digital medium.

The development of these website sections demonstrates that the output of the activity was not limited to a static village profile. The website was structured to accommodate different types of information that can support ongoing communication between the village government and the community.

Recent community service programs concerning village digitalization similarly demonstrate that village websites can function as integrated information platforms when they are developed according to local information needs and accompanied by partner involvement. This reinforces the importance of combining technological development with institutional capacity building in village-level digitalization programs

3.3 Socialization, Training, and Mentoring

The development of the website was followed by socialization, training, and mentoring activities for village officials and community members. These activities were conducted to introduce the

purpose and functions of the website and to provide participants with direct experience in accessing and utilizing the digital information medium.

During the socialization session, participants were introduced to the purpose of the website, the information available on the platform, and the role of digital media in supporting village information dissemination. The training then provided practical guidance on accessing and utilizing the website. Participants were also given opportunities to ask questions and discuss difficulties encountered during the activity.



Figure 7. Socialization and Training Activities in Tanjung Gelam Village

Figure 7 documents the implementation of socialization and training activities as part of the community service process. Mentoring was provided to assist participants when they encountered difficulties in utilizing the website. Direct assistance allowed the participants to receive explanations and guidance according to the problems encountered during the activity.

The combination of website development, training, and mentoring represents an important aspect of the community service activity. The website served as the technological output, while socialization and mentoring supported knowledge transfer and encouraged the partner to participate in utilizing the digital platform. Similar approaches have been applied in previous community service activities that combined digital platform development with training and assistance for village partners (Santoso et al., 2019; Huda et al., 2024; Waqfin et al., 2023).

3.4 Partner Involvement in the Community Service Activity

The Tanjung Gelam Village Government was actively involved throughout the implementation of the community service activity. The involvement of the community partner began during the initial observation and coordination stage, particularly in identifying the village's information needs and determining the types of information that needed to be presented through the digital information medium.

Village officials contributed by providing village information, including information related to the village profile, government structure, community activities, local potential, documentation, and contact information. The information provided was reviewed and validated by the village government before being incorporated into the website. Village officials also provided feedback regarding the organization and presentation of information to ensure that the developed website was relevant to the actual conditions of Tanjung Gelam Village.

The community partner also participated in the socialization, training, and mentoring activities. During these activities, village officials and community members were introduced to the functions of the website and were given opportunities to access and explore the available information. This involvement provided an opportunity for participants to understand the use of the digital information medium and its potential to support village information dissemination.



Figure 8. Participation of Tanjung Gelam Village Officials and Community Members in the Community Service Activity

The participation shown in Figure 8 demonstrates that the activity involved direct interaction between the KKN students, village officials, and community members. This collaborative involvement is important in community service activities because the success of a digital solution depends not only on the availability of technology but also on the willingness and capacity of the community partner to utilize it. The involvement of local partners in providing information, validating content, participating in training, and receiving mentoring also supports the potential sustainability of the digital information medium after the KKN program has ended.

3.5 Evaluation of the Community Service Activity

Evaluation was conducted to assess the implementation of the activity, particularly the functionality of the developed website and the implementation of socialization, training, and mentoring. The technical evaluation focused on nine main website features: the homepage, village profile, village government data, village data, village information services, featured village products, village news, Firebase database integration, and responsive website display.

Table 1. Functional Testing Results

Feature	Result
Homepage	Successful
Village Profile Information	Successful
Village Government Data	Successful
Village Data	Successful
Village Information Services	Successful
Village Featured Products	Successful
Village News	Successful
Firestore Database Integration	Successful
Responsive Website Display	Successful
Testing Success Rate	100%

Table 1 shows that all nine tested website features functioned successfully according to their intended purposes. The technical testing therefore resulted in a 100% success rate (9 out of 9 features). This result indicates that the main components of the website were technically functional and could be utilized as a digital information medium for Tanjung Gelam Village.

However, the 100% result should be interpreted specifically as a technical functionality result, rather than as a measurement of the overall success of the community service activity. The broader outcome of the activity also involved partner participation, socialization, training, mentoring, and knowledge transfer related to the utilization of digital information media.

The evaluation also indicated that the website could serve as a centralized medium for village information. Through the socialization and mentoring activities, participants were introduced to the website and provided with direct assistance in accessing and utilizing the information available on the platform. Questions and difficulties encountered during the activities were addressed through direct assistance from the KKN team.

Thus, the evaluation demonstrates two complementary outputs of the activity. First, the website was successfully implemented as a functional digital information medium. Second, the community service process provided opportunities for the partner to become familiar with and utilize the digital platform. This combination is important because village digitalization requires not only technological infrastructure but also partner involvement in its utilization and continued management.

3.6 Sustainability of the Community Service Program

The sustainability of the program depends primarily on the continued involvement of the Tanjung Gelam Village Government in managing the website after the completion of the KKN program. The information presented through the website needs to be updated periodically, particularly information related to village news, community activities, government information, documentation, local potential, and other relevant public information.

The socialization, training, and mentoring activities provided an initial foundation for the partner to utilize the website as a village information medium. However, continued management is necessary to ensure that the website remains relevant and useful. Regular information updates are also important to prevent the digital platform from becoming inactive after the community service activity has ended.

Therefore, the sustainability strategy emphasizes the role of the village government in continuing the management and updating of village information. The partner's continued involvement is expected to maintain the usefulness of the website as a digital information service and communication medium between the village government and the community.

This sustainability-oriented approach is in line with community service programs that emphasize capacity building and continued utilization of digital platforms by village partners (Rifandi & Hidayatullah, 2024; Huda et al., 2024).

Overall, the activity demonstrates that village website digitalization can serve as a form of community empowerment when it is combined with partner participation, socialization, training, mentoring, and sustainable information management. The website provides the technological infrastructure, while the involvement of the village government provides the foundation for its continued utilization as a village information service.

4. CONCLUSION

The community service activity in Tanjung Gelam Village resulted in a digital information medium that addressed the information dissemination needs identified during the initial observation and coordination with the village government. The developed village profile website provides an

integrated platform for presenting information related to the village profile, government, news, community activities, local potential, documentation, and contact information.

The functional testing presented in Table 1 showed a 100% success rate for the tested website features. This result indicates that the main components of the website were successfully implemented and could function according to their intended purposes. The website therefore provides a practical digital medium that can support the dissemination of village information to the community.

The involvement of village officials was an important component of the activity. Village officials participated in identifying information needs, providing and validating information, and giving feedback during the development process. This involvement helped ensure that the website content was relevant to the actual conditions and needs of Tanjung Gelam Village.

In addition to website development, the activity included socialization, training, and mentoring for village officials and community members. These activities introduced participants to the functions and utilization of the website and provided direct assistance in using the digital information medium. Thus, the activity produced not only a technological output but also an opportunity for knowledge transfer and digital capacity building among the community partner.

The sustainability of the website depends on the continued involvement of the Tanjung Gelam Village Government, particularly in updating village news, activities, government information, documentation, and other relevant content. Therefore, continued management and periodic updating are needed to ensure that the website remains useful as a village information medium.

Overall, the activity demonstrates that village website development can serve as a form of community empowerment by combining digital information infrastructure, partner participation, training, mentoring, and sustainable information management.

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